GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3934
ANSWERED ON:21.04.2008
UPGRADATION OF EQUIPMENT BY MTNL
Singh Shri Uday

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL has failed to upgrade its Mission Critical equipment on time due to which lakhs of mobile subscribers in Delhi are facing connectivity problem;

(b) if so, the details thereof;

(c) whether MTNL has totally failed to compete with the private telecom operator and even mobile subscribers are receiving inflated bills; and

(d) if so, the corrective steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) & (b) No, Sir. MTNL has recently expanded capacity of mobile network in Delhi by 7,50,000. There was some temporary problem during transition period for which subscribers were informed. The same has now been addressed.

(c) No, Sir. Market share of MTNL in GSM has grown from 4.56% as on 31.03.2003 to 16.47% as on 29.02.2008. MTNL is taking all possible steps to beat the competition in order to retain the customers base as well as undertake expansion of its network. Percentage of billing complaints are within the norms prescribed by Telecom Regulatory Authority of India (TRAI).

(d) The following corrective steps have been taken/proposed to be taken:-

Commissioning of 750K GSM lines in 2007-08. 146 Base Transceiver Stations (BTS) have been added along with the above capacity.

Optimisation of network is done on continuous basis to improve R/F coverage and hence to reduce congestion, call drop etc.

MTNL is providing a lot of Value Added Services for both PSTN and Mobile subscribers like news, songs astrology, e-ticketing, SMS, voice SMS Internet, Broadband, Internet Protocol TV etc. in line with the emerging trends.

New tariff plans both in landline and cellular based PCOs are launched to retain PCO holders and attract new PCO franchisees.

MTNL is taking care of its customers by opening Sanchar Haat, Customer Service Centre, appointment of Dealer & Agent and special care of corporate customers.

MTNL is reviewing its tariff for various products and services so as to make them customer friendly and to suit various segments of the society.

Separate call centre for mobile subscribers are functioning for subscribing to the new services as well as complaints redressal.

Due care is taken for maintaining accuracy in billing thereby minimizing the wrong billing complaints.

Proper checking of discrepancy in billing.

Special attention is given to verify bills of heavy calling subscribers.

Call rebate is allowed to consumers wherever justified after due examination of the excess billing complaints of the subscribers as per prescribed procedure.

MTNL plans to commission convergent billing and CRM solution in 2008-09. The system will provide one bill for all services to a subscriber and will also address customer request of services, tariffs, complaint resolution etc.

Telephone Adalats are organized to resolve customer grievances on the spot.

Easy payment of bills by online, ECS, Automatic Teller Machines, Easy Bill Centres, Sanchar Haats, Cash Counters.